



State of California

Employment Training Panel

Arnold Schwarzenegger, Governor

January 28, 2010

The Pension Group
Rise Spiegel, VP of Operations
23046 Ave De La Carlota #500
Laguna Hills, CA 92635

Dear Ms. Spiegel:

RE: FINAL MONITORING VISIT REPORT for The Pension Group – ET09-0108

Date of the Visit:	12/3/09
Beginning/Ending Time:	10:30am – 11:30am
Date of Last Visit:	10/22/08
Visit Location:	Laguna Hills, CA
Persons in attendance:	RoxAnn Balazy, Office Manager Maggie Menzel, Training Funding Source Ryan Swier, ETP Analyst
Action Required:	No

CONTRACT INFORMATION:

Term of Agreement:	8/4/08-8/3/10	Agreement Amount:	\$34,320
Training Start Date:	8/4/08	No. to Retain:	26
Date Training must be Completed:	5/3/10	Range of Hours:	8-60
Type of Trainee:	Retrainee	Weighted Ave. Hours:	60

SACRAMENTO CENTRAL OFFICE
1100 J Street, 4th Floor
SACRAMENTO, CA 95814
(916) 327-5640

N. HOLLYWOOD REGIONAL OFFICE
4640 Lankershim Blvd., Suite 311
NORTH HOLLYWOOD, CA 91602
(818) 755-1313

S.F. BAY AREA REGIONAL OFFICE
1065 East Hillsdale Blvd, Suite 415
FOSTER CITY, CA 94404
(650) 655-6930

SAN DIEGO REGIONAL OFFICE
5353 Mission Center Road, Suite 110
SAN DIEGO, CA 92108
(619) 686-1920

www.etp.ca.gov
ETP (04/15/05)

FINAL REPORT SUMMARY:

The Agreement was executed on 9/24/08 and training began on 8/4/08. Your staff reported that all training was completed on 10/26/09 which allows for the 90-day retention period to be completed within the term ending date of the Agreement – 8/3/10.

ETP approved an Agreement modification on 7/16/09 which extended the term of the contract by 12 months (from August 3, 2009 to August 3, 2010).

INTERVIEW WITH THE CONTRACTOR

The Contractor reported that ETP-funded training has increased employee's skills in Business, Commercial, Computer and Continuous Improvement Skills. Ms. Balazy stated that the majority of training was spent on computer software training. The Pension Group installed new company software which all employees were crossed trained on. Also with the state of the economy and upswing in the demand for 401K distribution training was needed to revamp the customer service department in order to keep up with demand. The Pension Group had no barriers in implementing the ETP project.

PROJECT STATUS

Trainees Started Training:	35
Trainees Enrolled:	36
Dropped Following Enrollment:	0
Completed Minimum Training Hours:	34
Completed Training:	34
Completed Retention:	0

The chart below lists the training hours provided to the 34 trainees tracked on-line who reached the specified benchmarks:

NUMBER OF TRAINEES: (35 TRAINEES)	HOURS COMPLETED	PERCENTAGE OF TOTAL ENROLLED
1	.25-7.75	3%
12	8-30	34%
22	31-60	63%

As of the date of the Monitoring report, the Contractor's statistics showed that 34 trainees had completed a minimum of 8 hours of training to qualify for reimbursement. Mr. Swier explained to the contractor that the per trainee reimbursement for class/lab training is based on the total number of training hours completed by each trainee, provided the minimum 8 hours of training and no more than the maximum 60 hours of training are completed, and all other Agreement terms and conditions are met.

The aforementioned 35 retrainees were provided a total of 1334 hours of training. Therefore, The Pension Group can potentially earn \$29,348 in reimbursement (86

percent of encumbered funds), if all Agreement terms and conditions are met. As of the date of the monitoring visit The Pension Group has received \$11,220 of which of which \$0 is considered earned and approved by ETP.

ATTENDANCE ROSTERS:

During the Monitoring Visit, Mr. Swier randomly selected the attendance records of five enrolled trainees. The review of the records revealed that the five trainees had completed 25 to 60 hours of class/lab training. The review sample consisted of original daily class/lab attendance rosters for training provided from 8/5/08 through 10/22/09. Mr. Swier compared the information in the ETP on-line class/lab tracking system with the attendance rosters to ensure that the information was consistent.

The review of the completed rosters revealed that the information on the rosters was in accordance with Title 22, California Code of Regulations, Section 4442, Record Keeping and consistent with information in the ETP on-line tracking report.

INTERVIEWS:

Number of Trainees Interviewed:	2	Range of time employed by Contractor:	1– 4 ½ years
Occupations of Trainees Interviewed:	Distribution and Loan Specialist		

The interviewees:

- Confirmed training topics were in accordance with the approved Curriculum;
- Confirmed they signed rosters for each Class/lab session and were in receipt of wages while in training.

AUDIT:

The Pension Group will be notified in writing if this agreement is selected for an audit, conducted either at your site (field audit) or by telephone (desk audit or "review"). The Audit Notification and Audit Confirmation letters will be sent in advance to allow ample preparation time and will include a list of documents that will be examined by the auditor. To provide support of training, original training attendance documentation is required; photocopied records are not acceptable. Listed below are types of records typically requested during an ETP field audit:

- Training attendance records such as rosters, sign-in sheets, etc.
- Payroll records of individual trainees to verify wage and hours worked
- Personnel records regarding occupation and dates of employment
- Documentation of employer paid health benefits (if applicable)
- Cash receipts to verify receipt and accounting of ETP funds

RECORD RETENTION:

Records must be retained within your control and be available for review at your place of business within the State of California. This responsibility will terminate no sooner than four (4) years from the date of the termination of the Agreement or three (3) years from the date of the last payment by ETP to the Contractor, or the date of resolution of appeals, audits, claims, exceptions, or litigation, whichever is later.

If you have any questions or comments regarding the information contained in this letter, please contact Ryan Swier at (619) 686-1902, or e-mail him at rswier@etp.ca.gov within ten (10) working days from the receipt of this letter.

Sincerely,



Diana Torres, Manager
San Diego Regional Office



Ryan Swier, Contract Analyst
San Diego Regional Office

cc: Kulbir Mayall, Manager, Fiscal and Certification
Master File
Project File
Transparency File